# CUSTOMER JOURNEY

| Date | 01-11-2022 |
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| Team ID | PNT2022TMID49099 |
| Project Name | IoT Based Safety Gadget for Child SafetyMonitoring & Notification |

| SCENARIO<br>**Browsing, booking, attending, and rating a local city tour** | **Entice**<br>How does someone initially become aware of this process? | **Enter**<br>What do people experience as they begin the process? | **Engage**<br>In the core moments in the process, what happens? | **Exit**<br>What do people typically experience as the process finishes? | **Extend**<br>What happens after the experience is over? |
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| **Steps**<br>What does the person (or group) typically experience? | Design an App for the respected Parents or Guardians to monitor Children    Can create a feature called Geofence to set boundaries for the child | Begins to alerts the parents of the Child's location and options will be available for them to set | Frequently it updates the location and activities of the Child | an alert will be sent when the child removes the device | A detailed review will be available for the parents about the child's activity |
| **Interactions**<br>What interactions do they have at each step along the way?<br>▪ **People:** Who do they see or talk to?<br>▪ **Places:** Where are they?<br>▪ **Things:** What digital touchpoints or physical objects would they use? | Child's location will be updated    interaction between the Parents and the Child | They can create a geofence | The conditions of the caretakers and the guardians regarding the safety of the Child is met | The parents will receive the alerts and notification of their Child | The location verification and notification will be cut off in case of no internet or GPS |
| **Goals & motivations**<br>At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…") | Prevention of Child being getting lost    Frequent Monitoring | The respected Parents or Guardians has to click on the begin Monitoring button to start Monitoring | Ensures the Safety of the Child | Notifies in the case of Child crossing the Geofence | Sends the location of the Child along with the Geofence |
| **Positive moments**<br>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | Safety of the Child is ensured…. Since they are constantly monitored | The tracking device is very useful in determining the location of the Child | Frequently updates itself and fixing the bugs that arises | Parents wont be tensed or worried ..... Since They Know Where there Child is | The respected Parents or the guardians will get their Child back |
| **Negative moments**<br>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | App wont be available due to Server issues or any other technical issues | Entering so many details is a troublesome process | Constant internet connectivity is required as it updates the location the Child to the Parents | People usually find it as a tedious process as it takes a long time | Sometimes due to GPS issue or any other issues that arises the caretaker wont be able to view the location the Child |
| **Areas of opportunity**<br>How might we make each step better? What ideas do we have? What have others suggested? | In case of the respected Parents or Guardians being not present    notify me when the child leaves the geofence | Another method is sending alert messages or calls and they can also view the video footage | At times when there is no caretaker near the Child | As the process ends the parents will pick up their Child | Location and activity details are stored |